

Customer retention

Month	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35
January	762	19	18	22	20	18	18	23	20	27	21	11	19	15	13	13	22	14	14	18	19	26	15	19	18	16	14	19	12	15	9	19	14	19	9	5
February	678	11	21	17	11	17	21	25	16	16	12	14	16	17	12	9	12	21	19	13	17	14	15	13	15	15	15	17	23	14	18	17	14	11	11	5
March	695	5	10	20	15	15	18	20	18	16	19	16	17	14	15	18	22	16	20	18	17	20	16	8	20	12	10	12	16	12	10	9	7	17	19	5
April	639	14	16	18	14	14	9	20	20	14	14	13	8	15	21	10	14	6	9	23	15	12	14	12	8	8	12	6	12	8	9	8	12	9	9	5
May	627	17	19	9	14	18	20	19	16	13	17	13	15	11	16	9	18	10	10	11	12	14	12	14	16	5	17	15	10	8	16	14	19	13	4	5
June	627	20	16	17	12	18	13	10	14	17	22	17	11	18	13	14	20	11	18	16	9	12	8	12	12	12	16	10	16	13	12	17	8	18	15	5
July	605	22	11	16	11	12	14	16	14	14	17	12	10	10	20	15	17	16	11	12	8	11	13	8	14	10	13	13	10	10	18	11	6	10	13	5
August	581	13	15	21	17	19	23	17	14	18	8	15	16	12	21	16	17	16	12	16	10	10	10	10	13	10	10	14	8	14	12	9	7	7	5	5
September	543	17	8	10	14	13	24	10	18	12	6	17	11	14	12	12	12	12	11	16	10	13	17	11	8	9	12	9	17	9	12	9	8	9	9	5
October	545	13	10	9	17	23	17	16	15	9	12	14	13	12	17	16	10	10	17	10	7	9	11	6	11	6	9	12	13	9	7	10	6	7	4	5
November	501	9	15	8	8	19	15	14	13	17	12	14	17	10	7	16	18	12	13	14	11	11	12	8	11	10	11	7	10	14	8	3	8	7	7	5
December	531	18	10	18	12	9	13	18	14	14	12	13	12	11	11	16	13	6	12	8	14	9	7	7	6	13	10	11	9	9	6	5	12	9	4	5